(d) A number of steps have been taken by the Government to fight cyber crimes. It is a coordinated effort on the part of several agencies in the Ministry of Home Affairs and in the Ministry of Communications and Infomation Technology on an on going basis. The fight against cyber crimes involves Law Enforcement Agencies such as the Central Bureau of Investigation, Intelligence Bureau, State Police Organizations and other specialized organizations such as the National Police Academy and the Indian Computer Emergency Response Team (CERT-In). CERT-In has a role in developing appropriate Security Guidelines and other best practices to advise the systems Administrators of computer systems and networks all over the country to implement them so as to avoid the systems from being attacked by the hackers and other criminals. In the event of systems being attacked, CERT-In helps the victim organizations to recover their systems from the computer security incidents so as to make them operational at the earliest. Cyber Forensics is an emerging discipline which helps the Law Enforcement organizations collect evidence from the scene of crime. The legal framework for fighting cyber crimes is a part of the Information Technology Act, 2000. Central Bureau of Investigation and other police organizations have set up Cyber Crime Cells with police officers who have been specially trained in cyber forensics and also on IT security matters.

Provision of new telephone connections in certain states

89. SHRI RAMA MUNI REDDY SIRIGIREDDY: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of telephone connections of BSNL and MTNL surrendered or disconnected during the last two years, year-wise and State-wise;

(b) whether it is a fact that more than 17 lakh applications are pending for new telephone connection before BSNL/MTNL, particularly from the States of Andhra Pradesh, Kerala, West Bengal, Maharashtra and Tamil Nadu;

(c) if so, the details of break-up, State-wise; and

(d) what measures Government are taking to stop migration of these customers to other service providers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Details of the telephone connections surrendered or disconnected in respect of MTNL and BSNL during the last 2 years are given in Statement-I (*See* below).

(b) and (c) Yes, Sir. A total of 17.5 lakh applications are waitlisted in BSNL. Circle-wise details of waiting list of BSNL as on 31.3.04 are given in Statement-II (*See* below). As regards MTNL, telephones are being provided on demand and there is no waiting list. However, as on 31.10.04, 14025 cases being "Technically not Feasible" (TNF) were pending in MTNL Mumbai. 971 recently booked cases are pending in MTNL, Delhi and these are in the process of being provided.

(d) Reasons for surrender/disconnections of landline telephones connection are switchover of subscribers from fixed line to mobile services and migration to other operators, as well as surrender of additional telephone lines.

Simplification of material procurement and close monitoring has been done for early provisioning of telephone and clear the waiting list. MTNL and BSNL are taking all measures including network upgradation, introduction of new services, emphasis and improvement in customer care services etc. to retain their customers and stop migration.

Statement-I

Surrender of Fixed line

Sl.No.		DELs surrenedered/Disconnected During	
		2002-03	**2003-04**
MTNL	**Delhi**	1,48,036	4,38,688
	Mumbai	3,19,164	5,38,249
	Total	4,67,200	9,76,937
	BSNL		
S.No.	**Name of Circles**		
1.	Anadaman & Nicobar	1333	1381
2.	Andhra Pradesh	293030	468426

Sl.No.		DELs surrendered/Disconnected During	
		2002-03	2003-04
3.	Assam	8791	31085
4.	Bihar	20908	54802
5.	Chhattisgarh	18132	19278
6.	Gujarat	180517	395534
7.	Haryana	29284	66473
8.	Himachal Pradesh	5850	38306
9.	Jammu & Kashmir	7852	10517
10.	Jharkhand	16042	19038
11.	Karnataka	183286	307930
12.	Keral	53264	92245
13.	Madhya Pradesh	56475	77305
14.	Maharashtra	234109	472548
15.	North East-1	4955	5587
16.	North East-2	7598	3425
17.	Orissa	40239	64924
18.	Punjab	55771	161694
19.	Rajasthan	55465	112673
20.	Tamilnadu	240359	306407
21.	Uttranchal	11566	29918
22.	Uttar Pradesh East	68844	119552
23.	Uttar Pradesh West	35227	92868
24.	West Bengal	11334	39640
25.	Kolkata	84831	125441
26.	Chennai	68474	143138
	TOTAL : (BSNL)	1793536	3260135

Statement-II

Circle-wise waiting list of BSNL

Sl.No	Name of Circles	Waiting list as on 31.03.2004
1.	Andaman & Nicobar	151
2.	Andhra Pradesh	51934
3.	Assam	15797
4.	Bihar	112465
5.	Chhattisgarh	2118
6.	Gujarat	58847
7.	Haryana	81657
8.	Himachal Pradesh	44935
9.	Jammu & Kashmir	39704
10.	Jharkhand	8143
11.	Karnataka	89730
12.	Kerala	419762
13.	Madhya Pradesh	17300
14.	Maharashtra	159004
15.	North East-1	5975
16.	North East-2	5387
17.	Orissa	27713
18.	Punjab	92284
19.	Rajasthan	138019
20.	Tamil Nadu	58995
21.	Uttaranchal	5729
22.	Uttar Pradesh East	101771
23.	Uttar Pradesh West	43670
24.	West Bengal	144226
25.	Kolkata	22720
26.	Chennai	6929
	TOTAL :	1754965